

Public Notice: Data Security Update from ProtectHealth

ProtectHealth Corporation Sdn Bhd (ProtectHealth) has identified a data security incident involving the contact information of a small number of beneficiaries. The incident was detected on 11 August 2025.

Our investigation confirmed that no financial information, medical records, identification numbers, or login details were affected. The incident has been fully contained, and immediate steps were taken to reduce any possible impact.

In line with regulatory requirements and governance protocols, ProtectHealth has reported the incident to the relevant authorities, including:

- National Cyber Coordination & Command Centre (NC4)
- Department of Personal Data Protection (JPDP)

There was no disruption to ProtectHealth's services or operations as a result of this incident. ProtectHealth manages digital systems that support national health programmes. Maintaining the security of these systems is a core part of our responsibility to beneficiaries and the Malaysian Government.

Following this incident, additional security measures and monitoring were implemented to further protect our systems, and we continue to review our security controls to ensure all risks are properly addressed.

As a precaution, we advise beneficiaries to be careful when receiving messages or calls from unknown or suspicious sources and to take steps to protect their personal information online.

ProtectHealth takes the protection of personal data very seriously. We remain committed to strengthening our data protection policies, systems, and processes in line with recognised international standards, including the ISO/IEC 27001 standard.

ProtectHealth remains committed to protecting personal data and to operating with high standards of accountability, transparency, and data security.

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